



This newsletter contains information compiled by the AGR Office that is of general interest to all Active Guard Reserve (AGR) soldiers. The information contained herein is derived from such sources as the National Guard Bureau (NGB), Military Personnel Office (MILPO), Military Pay Office (MILPAY), and Human Resources Office (HRO) as it pertains to full-time National Guard employment.

IN MEMORY OF

**CPT Steve Jordon,
CW3 Gregory Clevenger**

Two of our National Guard soldiers who lost their lives serving our country during peacetime. They will be missed.



UPDATE YOUR SGLV AND EMERGENCY DATA CARDS

The most recent tragedy of two of our soldiers is just a reminder of how important it is for all of us, both AGR and Traditional Soldiers to be sure that the information on our SGLV and Emergency Data Cards are current. Take the extra few minutes to review your information so that our dependents are taken care. Your unit clerk should be able to help you to review or update your information.

WELCOME ABOARD

These new soldiers entered the AGR program in the months of June and July.

CW3 Cormey, Co A, 1/285th Avn
SSG Stephen Lovato, Svc Btry 1/180th
SSG Tony Lewis, WMD
SSG Darrell Tucker, WMD
SGT Matt Compau, Det 4 STARC
SGT Jason Dubbs, WMD
SGT John Ralph, WMD
SPC Kelly Fees, 2220th TC

FAREWELLS AND WELL WISHES

RETIREMENTS

AUG

CW5 Larry Cox, HQ STARC
ret 31 Aug 00

CW4 Horace (Leroy) Brown, WAATS
ret 31 Aug 00

CW4 Charles Mahoney, WAATS
ret 31 Aug 00

MSG Don Miller, HQ STARC (-)
ret 31 Aug 00

SFC Daniel Cosillos, WAATS
ret 30 Sep 00

SSG Frederic Rasmussen, Svc Btry 1/180th
ret 31 Aug 00

CW4 George Pantelis, HHC 1/285th Avn Bn,
ret 30 Sep 00

SFC Michel Mahlberg, Det 4 STARC
ret 30 Sep 00

SSG Jeffrey McCollum, B Btry 2/180th FA
ret 30 Sep 00

SGT Robert Moreno, 2220th TC, ret 30 Sep 00

RESIGNATIONS

SFC John Espindola, HQ STARC (-)
trf to WA ARNG eff 1 Aug 00

SSG John Semancik, Det 4 STARC,
resigned eff 21 Sep 00

SGT Debra Osinga, HQ STARC (-),
resigned eff 25 Aug 00

U.S. FLAG FOR RETIREES

The following information was taken from the Log on Newsletter Apr-Jun '00/3rd Qtr FY 00 Volume 3:

Memorandum NGB-ARZ-HRP (600), dated 14 April 2000, SUBJECT: (All States Log Number P00-0019) Presentation of United States Flag to Members of the National Guard Upon Retirement indicates that AGR and selected reserve members are eligible to have U.S. flags presented to them upon retirement. Flags will be at no cost to recipient. The Soldier Support Center of the AZ ARNG, (AZAA-PR-PSI) will be responsible to issue the U.S. flags to recipients upon retirement. Members that were discharged with an effective retirement date of 1 October 1998 or later are eligible for presentation of the U.S. flag per MILPER MSG NR 00-171 (can be viewed at PERSCOM.com under General Subjects, letter M).

All PSNCOs please make sure that the qualifying retirees are taken care of.

TRICARE NEWS

KNOW THE BASICS ABOUT TRICARE CLAIMS

Whether you or your provider files a claim for payment of your medical bills

under TRICARE, you need to know some basic rules to avoid claims processing problems. Leaders at TRICARE Management Activity (TMA) recognize that simplified claims processing is a key to beneficiary satisfaction with TRICARE, and they continue to implement improvements to claims processing procedures.

TRICARE participating providers are required to file claims for beneficiaries, and providers submit 97 percent of all TRICARE claims. However, if the provider is non-participating, the beneficiary may need to file the claim.

Beneficiaries and providers should submit claims as soon as possible after the delivery of care. They must be filed within one year of the date of service, or within one year of the date of an inpatient discharge.

When the beneficiary files a claim, it should be submitted using DD Form 2642 (patient's request for medical payment). Forms are available on the Military Health System/TRICARE Web site at www.tricare.osd.mil/ClaimForms/ or from beneficiary counseling and assistance coordinators (BCACs)/health benefits advisers at military treatment facilities, TRICARE regional contractors (or one of their TRICARE service centers), or TRICARE Management Activity, 16401 E. Centretch Parkway, Aurora, CO 80011-9066. Access to TRICARE contractors' Web sites can be obtained through the TRICARE site.

The beneficiary may also need to include a non-availability statement for inpatient care obtained from the Medical Treatment Facility (MTF), an explanation of benefits (EOB), or denial, from other insurance. Claims filed by the beneficiary should include photocopies of fully itemized bills from the provider, showing the cost for each service or supply provided, the patient's name, diagnosis or symptoms, place of service, number/frequency of each service, and date of care. Canceled checks or cash register receipts are not acceptable as itemized bills. With claims for prescription drugs, the provider or beneficiary must include the pharmacy's

billing form, showing the name, strength, amount and cost of each drug, prescription number, date filled, and the name and address of the prescribing doctor and the pharmacy.

A beneficiary who receives the services of a private duty nurse at home or in a hospital, must submit the nurse's daily notes with claims, the name of the doctor who is supervising the care, and prescriptions for medical supplies and durable medical equipment. Claims submitted for someone in the Program for Persons with Disabilities must include a copy of authorization for services, and a list of supplies or equipment received.

Persons filing claims should send copies of receipts. They should include the sponsor's Social Security number on all pieces of correspondence and attachments to claims. They should circle information rather than use a highlighter or marker on documents. Before submitting the claim, they should make sure the correct claim form has been completed, double-check all information for completeness, provide signatures where necessary, and include all necessary documentation listed above.

Beneficiaries and providers must mail claims and the accompanying documentation to the TRICARE contractor for the region where the patient lives. Address for filing claims may be found in the beneficiary handbook or on the TRICARE Web site. Active duty service members stationed overseas, and their families, file claims with Wisconsin Physicians Service (WPS). To reach a WPS claims contractor, they can call (608) 259-4847.

When all necessary information is submitted with the claim, contractors are required to complete processing within 30 days. When they need additional information, claims processors will call or write to the beneficiary or provider, who must supply the information requested before the claim can be processed. To avoid delays, beneficiaries should keep copies of claims and the originals of all other documents sent to the claims processor or to TRICARE. When

providers file claims, beneficiaries should keep copies of providers' bills.

Beneficiaries should verify that their information is correct in the Defense Enrollment Eligibility Reporting System (DEERS) data bank. Beneficiaries can review information in their DEERS file at most offices that issue military identification cards. They may also call DEERS, toll-free, at one of these numbers: **1-800-538-9552** (Continental U.S.), **1-800-334-4162** (California residents only), or **1-800-527-5602** (Alaska and Hawaii residents only) or write to DEERS Support Office, 400 Gigling Road, Seaside, CA 93955-6771.

Beneficiaries who believe their claims have been incorrectly processed or denied, may refer to instructions for disputing a decision and filing an appeal that appear on the back of every TRICARE explanation of benefits. For more information about filing and appealing claims, beneficiaries can check with a BCAC at an MTF or regional lead agent's office, with a health benefits adviser at the MTF, with a TRICARE service center representative, with the appropriate TRICARE managed care support contractor or with a debt collection assistance officer, if credit or collection issues are involved. Beneficiaries may call claims processors at the following numbers to address their claims problems: Palmetto Government Benefits Administrators (PGBA), **1-800-225-4816**.

Additional information on TRICARE benefits, claims filing and follow-up may be obtained through the Military Health System/TRICARE Web site at www.tricare.osd.mil

ATTENTION TO HMO AND TRICARE USERS

If You Have Other Health Maintenance Organization (HMO) Health Insurance, TRICARE May Not Work For You!

If you or your family have other health insurance with an HMO and plan to use

TRICARE, please read this important information to avoid paying higher costs for care. If you have other health insurance, federal law requires that TRICARE only pay after the other insurance is used. Only Medicaid and TRICARE supplemental plans are exempted from this rule.

If you have health insurance with an HMO and wish to use TRICARE, be sure that the providers you use are available through both your HMO and TRICARE. By doing so, you will avoid paying costly health care bills. You must know what the coverage requirements and limitations are for both your HMO and TRICARE.

TRICARE BRIEFING

TPR (TRICARE Prime Remote) briefing to be held tentatively sometime in September or October. Exact place, date and time to follow.

LEAVE AND EARNING STATEMENT UPDATE

Julys EOM LESs are in and will be forwarded to the PACs ASAP.

We appreciate the patience of all our new AGR soldiers (this includes anyone entering within the last year) regarding your LES. DFAS does not include these pay statements in the download received to MILPAY. This means that the new soldier's LESs must be requested special. They look different than normal LESs. This office is currently working with MILPAY to fix this problem. Do not hesitate to call this office if you need a special LES and one will be requested for you.

DCSPER DIRECTORATE OF HRO UNIFORM POLICY

FREQUENTLY ASKED QUESTIONS:

What shades of lipstick and nail polish can female soldiers wear?

Females cannot wear extreme shades of lipstick and nail polish such as purple, gold, blue, and white. Leaders should give

consideration to the undertones of the female skin. A single color is not acceptable for all females; for example, red may look good on one female but not another. (AR 670-1, para 1-8b)

Can soldiers shave their heads bald?

There are not restrictions to bald heads either natural or shaved that are referenced in AR 670-1. Both males and females can cut their hair off or shave it off. Although this could be considered faddish for females, the hairstyle has become generally accepted in most walks of life. Additionally, there are no health or hygienic risks associated with baldness.

The possession date was extended to 1 October 2003 for females to have the new shade of the class A uniform. Why was the date extended? Does this mean the possession date was extended for the AG 415 green blouse?

The possession date was extended because not all Army Military Clothing Sales Stores (AMCSS) has the new style skirt (with kick pleat) and the new style slacks (with belt loops). The AG 415 shirt (with princess pleats), in the overblouse and tuck in styles, is available in the AMCSS; therefore the possession date of 1 October 1999 for females to have two short-sleeved and one long-sleeved AG 415 tuck-in shirt remains firm. The overblouse is an optional purchase item. Shirts in the old style (without princess pleats), are no longer authorized for wear.

Can I wear the garrison cap in a different material than my uniform?

Yes. The garrison cap in either AG Shade 489 (poly/wool) or 491 (polyester) is interchangeable with the uniform in either shade.

What is the wear-out date for the old style Hot Weather BDU (HWBDU) (with side tabs)? Is there a wear-out date for the temperate (cold weather) BDU? When must I have the new Enhanced Hot Weather BDU (EHWBDU)?

There is no wear-out date for the HWBDU; it may be worn until stocks are

exhausted. Likewise, there is no wear-out date for the temperate BDU. The mandatory possession date for the EHWBDU is 1 October 2000.

SPACE A TRAVEL INFORMATION

A recorded message on Space A available flights can be heard by calling 602-302-9058. The last time this office called the number it had old information and could not find out how often it was updated.

WEBSITE OF THE MONTH

Check out the Army Families Newsletter website. It has some very helpful information on Permanent Change of Station (PCS) assistance and more, just click on their website at <http://www.hqda.army.mil/acsimweb/family/family.htm> and then click on Army Families, Summer 2000.

FREE 2000 NATIONAL GUARD ALMANAC

USAA is providing a free copy of the 2000 National Guard Almanac. It is the essential guide for all military personnel and is available by calling USAA toll-free at 1-877-289-1224.

AGR HANDBOOK

If you are new to the AGR program or been around a while there is a lot of valuable information in the AGR Handbook, and it is available by email or it can be downloaded from the HRO

website at <http://www.azng.com/hro>

AGR OFFICE PHONE LISTING

Our office symbol is AZAA-HR-A

Rank	Name	Title	Ext
SSG	Angelo, Lisa	Benefits Coord	2453
SFC	Carlson, Judy K.	AGR Staffing	2948
MSGT	Klinger, Barbara	Air AGR Mgr	2430
LTC	Palmatier, Richard	AGR Mgr	2485